



Our ref: 2025/52348

Tina Williams
CEO
Volunteering WA
Level1, 3 Loftus Street
WEST LEEDERVILLE WA 6007
tina@volunteeringwa.org.au

Dear Tina

VOLUNTEERING WA'S RECOMMENDATIONS FOR ONLINE SCREENING CHECK PORTAL

Thank you for your detailed letter dated 17 October 2025, outlining recommendations for a new online screening check portal. The Department of Communities (Communities) has also received Volunteering WA's submission to Phase 2 reforms to Working with Children (WWC) Check law, which is current being considered.

Communities is currently in the process of developing an online application portal. The first phase of this project is the development of an online application, which is expected to be implemented in mid-2026. This will include a digital identification process, giving all applicants the opportunity to lodge online (previously only available for renewal applications). The portal will be available online, with a fully responsive design supporting all mobile devices to be developed over time. The portal will comply with Office of Digital Government accessibility guidelines. Paper based lodgements, via Australia Post, will remain for those who do not wish to, or are unable to, access WWC Check online services.

A second phase of this project will focus on an organisation portal and extension of the online application to National Disability Insurance Scheme (NDIS) and Aged Care worker screening. It should be noted that these applications, although being part of the one portal, will still operate separately to the WWC Check application. Some of the recommendations you have made are marked for consideration in that phase of the project already and others will now be considered following your correspondence.

A *"tiered single check screening approach"* would require significant legislative reform as, at the moment, the WWC and NDIS worker screening are administered under two separate pieces of legislation and framework and is not something that is being considered at this time. Under these separate schemes, the WWC Check and NDIS Check consider different risk factors in their assessment frameworks.

We are committed to delivering streamlined processes and clear information to support individuals, including volunteers and organisations, including those that are volunteer run, in meeting their obligations under worker screening legislations. The

WWC Check website currently provides [translated resources](#) in 10 languages, including plain English. As part of our communications strategy for applicants and organisations regarding the new online system, the WWC Screening Unit will consider developing additional translated resources.

Communities has not increased its volunteer fees for the WWC Check since 2015/2016, or the NDIS Check since scheme commencement in 2021, as part of its commitment to supporting the sector. The heavily subsidised rate of \$11 recognises the valuable contribution volunteers play in the community. It is important to note that the 'Checks' are transferable across different roles within their respective sectors, and between volunteer/unpaid and paid work. Unlike some other jurisdictions, WA does not require Check holders to pay the fee difference when transitioning from volunteer/unpaid to paid employment.

Communities is pleased to consider Volunteering WA's recommendations, in alignment with legislative, consent, privacy and contractual requirements. Thank you again for bringing these matters to my attention and your ongoing support of the volunteering sector in WA.

If you have any further queries, please contact Mr Ashley McKeown, A/Director, Working with Children Screening Unit at Communities on 6277 4640 or at Ashley.McKeown@communities.wa.gov.au

Yours sincerely



Angelo Barbaro
A/Executive Director
Regulation and Quality

31 October 2025